

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION
SUPERIOR COURT**

CLASS TITLE: STAFF ASSISTANT II
DEPARTMENT: SUPERIOR COURT
REPORTS TO: VARIOUS

CLASS CODE: 007666
FLSA STATUS: N
DATE: 01/00

JOB SUMMARY AND DISTINGUISHING FEATURES:

Performs a variety of moderately difficult clerical functions in support of office/department staff which include: developing various reports by researching and gathering information, statistics, etc.; attending meetings and taking minutes; setting up files and maintaining same; composing and sending letters to customers/clients; handling duties of a confidential and/or sensitive nature; distributing, completing and processing forms, applications, etc.; transcribing evaluations, staff notes, or other correspondence; and providing clerical support to professional level staff members. May perform or serve as backup for the receptionist functions.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Formats and types letters, memos, charts, labels, reports, or other correspondence on a word processor or typewriter.

Types contracts, legal documents, or other documents containing complex terminology.

Composes correspondence in accordance with standard policies; answers various inquiries; explains policies and procedures and arranges appointments; processes routine and non-routine matters independently.

Answers telephones utilizing a multi-line system, takes messages, screens calls, provides information to callers, receives citizen complaints, and directs calls and messages to appropriate person.

Interviews, screens, greets visitors and directs them to the appropriate area or individual; may answer various inquiries personally; provides information on departmental services and functions.

Interacts with a variety of high level individuals, both internally and within the community to provide information and assist in resolving administrative issues.

Initiates referrals by researching pertinent information, entering required information into the computer and confirming accuracy of data.

Reports administrative and/or operational problems to supervisor.

Coordinates and schedules appointments, meetings, or reservations at the request of staff; prepares the location, photocopies materials and prepares agendas.

Takes, transcribes and/or distributes statements, minutes and notes from a variety of sources.

Relieves officials of routine administrative details such as checking operating reports for accuracy and conformance to policies and standards; monitoring and communicating departmental policies and procedures, and updating publications for final approval.

Takes policy, service and information requests relating to governmental activities and refers to proper divisions for processing and providing information; updates and maintains service and information requests through complex record keeping; performs reference and statistical work on computers, maintains and files confidential and other specialized reports.

Performs specialized research and statistical work on assigned subjects for staff and management.

Opens, stamps, sorts, and distributes incoming mail.

Maintains client charts and records by assembling new charts, filing documents, researching information and copying records.

Assists in training staff in various functions/programs.

Installs and maintains computer software.

Enters and retrieves a variety of complex information from a computer terminal.

Prepares claims, purchase orders and processes vouchers for payment by entering pertinent information into the computer and distributing and/or filing supporting documents.

Prepares payroll time sheets and receives checks.

Creates and maintains complex and/or confidential files; compiles and completes data for administrative and public reports and bulletins, answers questions on material assembled; performs clerical and fiscal operations unique to department.

Photocopies reports, charts, memos, and other various documents for staff.

Orders office supplies to maintain sufficient inventory for office use.

Prepares complex, routine and non-routine reports as requested utilizing a variety of software; receives, sorts, and summarizes material for the preparation of reports; prepares work reports; relays and interprets administrative decisions, policies and instructions.

Receives evidence and follows procedures in preserving, storing, recording, filing and securing evidence.

Gathers, records, processes and routes commitments to the jail and consolidates records on persons released.

Uses spreadsheet software to enter and analyze study information, prints reports and distributes for billing purposes.

May deal with sensitive and confidential information, personnel matters, etc., at the direction of senior level staff and/or the department director.

Issues permits to customers by assessing and researching needs and reviewing applications for accuracy.

Maintains licensing files. Processes related applications and fingerprints applicants.

Administers oaths and may perform marriage ceremonies; audits campaign statements.

Coordinates specials events, elections, etc. by securing locations coordinating delivery of supplies and scheduling staff.

Sets up files/cases for clients, issues numbers, files information, distributes and/or transfers to staff members and maintains same.

Processes various requests, including transfers of titles, and makes corrections.

Generates repair and service orders and maintains related logs.

Designs forms for use with current technology to provide routine and non-routine reports.

Makes daily or weekly bank deposits.

Takes in, accounts for and issues receipts for money; balances receipts.

Makes certified copies of legal documents and/or indexes same.

Enrolls clients in various programs.

Disseminates a variety of information and/or reports to various agencies, divisions, or departments via telephone, mail, email or fax.

May serve as or relieve department receptionist; answers all incoming telephone calls and greets visitors and the general public, provides customer service and support; responds to inquiries and/or directs individuals to the appropriate area or assists them with information, providing applications, collecting and receipting money, issuing permits and licenses or answering questions.

May serve as backup for other positions within the department.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Personal Computer and/or Terminal
General Office Equipment

Communications Equipment
Paging System

Typewriter

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High school diploma or GED; and,

Two to three years of experience performing office duties such as typing, filing, developing reports, transcribing information and answering telephones; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

None

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

Correct English usage, including spelling, grammar, punctuation, and vocabulary.

Internal departmental policies and procedures.

External governmental bodies and agencies related to area of assignment.

All computer applications and hardware related to performance of the essential functions of the job.

Time and project management.

Standard business arithmetic, including percentages and decimals.
Record keeping, report preparation, filing methods and records management techniques.

General office procedures, policies and practices, as well as knowledge of computer/VDT and other general office equipment.

Skill in:

Typing from rough draft or printed text using a word processor or typewriter at a rate of 60 words per minute.

Analyzing and resolving office administrative situations and problems.

Transcribing information from dictating equipment.

Using tact, discretion, initiative and independent judgment within established guidelines.

Using a VDT to accurately and rapidly enter and retrieve data and information.

Communicating orally with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.

Operating and routine maintenance of general office machines such as copiers, facsimile machines, telephone systems, and two-way radio base stations.

Mental and Physical Abilities:

Ability to read and interpret documents such as safety rules, operation and maintenance instructions, procedure manuals, and so forth.

Ability to understand and carry out written and oral instructions, giving close attention to detail and accuracy.

Ability to rapidly and accurately take and transcribe oral or tape dictation through the use of speed writing, shorthand, or dictating equipment (at the discretion of the supervisor).

Ability to establish and maintain effective working relationships with others.

Ability to draft and type correspondence.

Ability to add, subtract, multiply and divide whole numbers, common fractions and decimals.

Ability to deal with problems involving several concrete variables in standardized situations.

While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 20 pounds.

Working Conditions:

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. Incumbents processing evidence may be exposed to chemicals and diseases.

The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.